

**Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 4.1
VistA Patch # PSO*7.0*635
Implementation Guide**



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Unit 1. Implementation

This document provides implementation instructions for the Veterans Health Information Systems and Technology Architecture (VistA) PSO*7.0*635 patch release /Inbound ePrescribing (IEP) Warranty defect remediation.

1.1 VistA PSO*7.0*635 Patch

The IEP VistA Patch PSO*7.0*635 Warranty defect remediation provides software fixes for:

- SIG text is supposed to be up to 1000 characters, Inbound eRx software assigns wrong unit of measure in RxRenewal Request, RxRenewal Request failing at hub because "IndicationForUse" segment is not sending in "Sig" segment
- Inbound eRx software assigns wrong unit of measure in RxRenewal Request
- NewRx coming in with ObservationDateTime, causing a failure at the eRx processing hub when generating an RxRenewal Request
- Updated Data Dictionary – ERX SERVICE REASON CODES file (#52.45), ACR codes in ERX SERVICE REASON CODES file (#52.45) have an extra space at the end
- ACR codes in ERX SERVICE REASON CODES file (#52.45) have an extra space at the end
- VA 'Refills' displaying incorrectly for RxRenewal response replace response messages
- VA 'Refills' displaying incorrectly for RxRenewal response replace response messages extend the logic from 365 days to 1 and half year for messages related to display at hub (Track/Audit page), a backlog of messages is queueing up and waiting for outbound delivery to CH during peak hours, reports page columns are missing in the last three reports
- NewRx counts not showing for summary new Rx Only and report totals at the bottom of the tables do not align with the correct column
- Reports - number of records not being displayed at the bottom of all reports and column width for Message Type in Track/Audit not wide enough.
- When editing the Validate Drug/SIG for Replace RxRenewal Response, eRx refills are not decrementing correctly and incorrectly displays the # of Refills.

The steps required for full implementation are listed. However, this document is limited to the technical changes required for implementation. Please refer to the Inbound ePrescribing User Guide in the VA Software Document Library (VDL) for more information on the VistA eRx Holding Queue functionality and other eRx user functions.

1.1.1 Install VistA Patch

Once the patch is received from Forum for National Deployment the local Site IT Administrator for each Pharmacy site needs to install the PSO*7.0*635 patch. The software for this patch is being released in a PackMan message.

1. Install VistA Patch PSO*7.0*635 – For detailed instructions, refer to Installation Guide - Inbound ePrescribing (pso_7_0_p635_ig.pdf).
2. See Pre-Installation Instructions in the Patch Description for sites configured and running PSO*7.0*635.
3. Validate that the Inbound eRx patch was installed successfully.

1.1.2 Training

Once the Pharmacy Manager has decided that their site will be processing live eRx's they need to first ensure that their pharmacists/users have been trained on using the ePrescribing application.

To train the end users on using the application, refer to Training Material at [Inbound ePrescribing \(IEP\) Training Materials](#).

1.1.3 Assign Security Keys in VistA to eRx Holding Queue Users

Assign keys for users who need access to the VistA eRx Holding Queue.

NOTE: Only one (1) security key should be assigned to a user. Users will only be able to use options based on the lowest available key.

1.1.3.1 VistA Security Keys for accessing eRx Holding Queue

The following keys are available:

- **PSDRPH:** PSDRPH key is assigned to Pharmacists only. Most Pharmacists may already have been allocated this key, and therefore no additional action is required for these users.
- **PSO ERX ADV TECH**
- **PSO ERX TECH**
- **PSO ERX VIEW**

NOTE: Some test sites have stated that they don't allow technicians to process prescriptions. If this is the case the PSO ERX VIEW key can be given to the technicians which allows them to look up data.

Table 1: NewRx, Refill/RxRenewal Request and Response, CancelRx Request and Response (v2.0 and v3.0)

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X
Ack – RxRenewal Response	X	X	X	
RxChange Request	X	X	X	
RxRenewal Request (OP)	X	X	X	
Ack – CancelRx	X	X		
Ack – Inbound RxRenewal Error	X	X	X	

Table 2: RxRenewal Response – Replace Type (v4.0)

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X

Table 3: RxChange Response – Replace Type (v4.0)

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X
Ack – RxChange Response	X	X	X	

X – This means have ability to use option.

1.1.3.2 Steps to assign Security Keys in VistA

The following outlines the steps for assigning keys (may need to be done by local Site IT Administrator):

1. Log in to VistA.
2. At the “Select OPTION NAME” prompt, type “**eve**” and then press the <**Enter**> key.
3. At the “Choose 1-5” prompt, type “**1**” (for EVE Systems Manager Menu) and then press the <**Enter**> key.
4. At the “Select Systems Manager Menu Option” prompt, type “**menu**” (for Menu Management) and then press the <**Enter**> key.
5. At the “Select Menu Management Option” prompt, type “**key**” (for Key Management) and then press the <**Enter**> key.
6. At the “Select Key Management Option” prompt, type “**allocation**” (for Allocation of Security Keys) and then press the <**Enter**> key.
7. At the “Allocate key” prompt, type the name of the security key you want to assign and then press the <**Enter**> key.
8. At the “Holder of key” prompt, type the name of the first user to whom you are assigning the key and then press the <**Enter**> key.

9. At the “Another holder” prompt, type the name of a second user to whom you are assigning the key and then press the <Enter> key. Repeat this step for all users to whom you are assigning the key.
10. At the “You are allocating keys. Do you wish to proceed? YES//” prompt, press the <Enter> key to accept the default response.

1.1.4 Configuration

The sites need to determine which outpatient pharmacy site is going live. A pharmacy site is considered a Division in outpatient pharmacy. All inbound eR_x sites must be physical locations, already have an NCPDP NUMBER, and have an NPI NUMBER.

NOTE: Sites should not create a new division to process inbound eR_xes.

1.1.5 Verify NCPDP NUMBER used by ePharmacy

Review the local pharmacy information by contacting the ePharmacy Team via email at [VHA ePharmacy Implementation Team](#).

For each dispensing pharmacy, verify the following data in the columns of the spreadsheet maintained by the ePharmacy Team:

- Physical Address (columns J-M)
- Pharmacy Phone Number (column N)
- Pharmacy Fax Number (column O)
- Pharmacy email address (column P)
- Date Pharmacy Logistics Updated (column U)
- Updates Completed by (column V)

Make, or request ePharmacy Team to make, the changes on the spreadsheet. Once a pharmacy goes live with Inbound eR_x, the NCPDP information is published to providers and others, therefore accuracy is essential. In addition, if the eR_x fails, the clearing house sends an automated fax of the eR_x to the pharmacy. So, ensure that your pharmacy’s fax number is correct. If changes are made, they update at the NCPDP and the clearinghouse. Updating NCPDP and the clearinghouse is a manual process and takes time.

NOTE: Sites should not make any edits to the VistA ECME Setup during the Inbound ePrescribing implementation. Updating the ECME Setup may negatively impact the ePharmacy process.

1.1.6 OUTPATIENT SITE file (#59)

Using FileMan, inquire into the OUTPATIENT SITE file (#59), check the NCPDP NUMBER file (#1008), NPI Institution field (#101), and CPRS Order Institution field (#8).

- a. Ensure that the NCPDP NUMBER is the same as the one that is listed in the ECME Setup-Pharmacies Report (see Section [1.1.5](#) above).
- b. Make note of the NPI Institution entry.

- c. Add the pharmacy (in the NPI Institution field) as a CPRS Ordering Institution, so the eRx orders can be pulled using Complete orders from OERR [PSO LMOE FINISH].

NOTE: Add the CPRS Ordering Institution entry using the Site Parameter Enter/Edit [PSO SITE PARAMETERS] option. Keep the existing values in that list and do not remove or modify any existing entries.

```

VA FileMan 22.2
Select OPTION: INQUIRE TO FILE ENTRIES

Output from what File: OUTPATIENT SITE// (6 entries)
Select OUTPATIENT SITE NAME: VAMC BEDFORD 518
Another one:
Standard Captioned Output? Yes// N (No)
First Print FIELD: NPI INSTITUTION
Then Print FIELD: NCPDP NUMBER
Then Print FIELD: CPRS ORDERING INSTITUTION (multiple)
  Then Print CPRS ORDERING INSTITUTION SUB-FIELD: .01 CPRS ORDERING INSTITUTION
  Then Print CPRS ORDERING INSTITUTION SUB-FIELD:
Then Print FIELD:
Heading (S/C): OUTPATIENT SITE List Replace
STORE PRINT LOGIC IN TEMPLATE:
DEVICE: VIRTUAL TELNET Right Margin: 80//
OUTPATIENT SITE List

```

NPI INSTITUTION	NCPDP NUMBER	CPRS ORDERING INSTITUTION
BEDFORD PHARMACY	2233548	BEDFORD VAMC LYNN CBOC HAVERHILL CBOC BEDFORD-PRRTP GLOUCESTER CBOC BEDFORD PHARMACY

DEC 01, 2017@10:36 PAGE 1

Figure 1-1: OUTPATIENT SITE file (#59) in Inquire Mode

1.1.7 When to contact ePharmacy Implementation Team:

Sites should contact the ePharmacy Team prior to making any changes to the VistA Electronic Claims Management Engine Number (ECME) Setup.

The ePharmacy Team should be notified of changes to the Physical Address, Telephone Number, Fax Number, when new pharmacies open and/or if a pharmacy closes. The ePharmacy Team coordinates any needed changes with NCPDP, NPI Team and the clearinghouse. Contact ePharmacy Team by e-mail at [VHA ePharmacy Implementation Team](#).

1.1.8 Configure Default eRx Clinic (OPTIONAL)

The Default eRx Clinic allows the local user to locate non-processed eRx prescriptions by clinic name, in the existing pending queue.

Sites can add a Default eRx Clinic in OUTPATIENT SITE file (#59), DEFAULT ERX CLINIC field (#10). A new Hospital Location entry with type as 'Clinic' needs to be created for the purpose of Inbound ePrescribing.

NOTE: Existing Hospital Location entries should not be used as a Default eRx Clinic. For creating a new clinic for Inbound ePrescribing use, additional assistance from Medical Administration may be required.

The diagram below depicts the relationship between OUTPATIENT SITE file (#59), HOSPITAL LOCATION file (#44), and INSTITUTION file (#4).

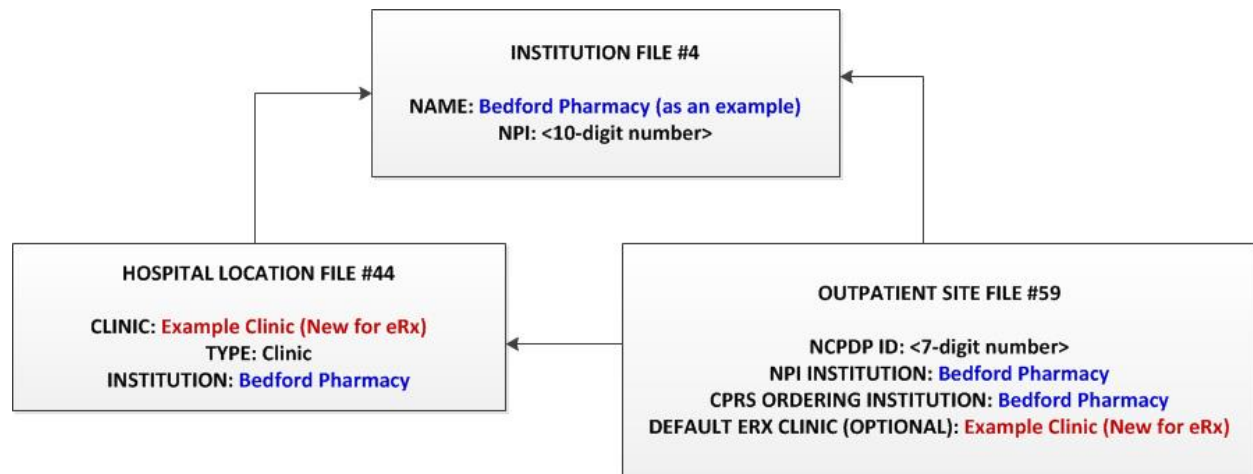


Figure 1-2: INSTITUTION file (#4), OUTPATIENT SITE file (#59) and HOSPITAL LOCATION file (#44) Configuration

To confirm setup of Default eRx Clinic, using FileMan “Enter or Edit File Entries” option, in the HOSPITAL LOCATION file (#44). This setup may require assistance from Medical Administration Team:

- Check the field: INSTITUTION field (#3).
- If it is blank, use the NPI INSTITUTION identified in OUTPATIENT SITE file (#59).
- If it is not blank, ensure that the NPI INSTITUTION is same as the one identified in OUTPATIENT SITE file (#59).

```

VA FileMan 22.2

Select OPTION: ENTER OR EDIT FILE ENTRIES

Input to what File: HOSPITAL LOCATION//    (1448 entries)
|
EDIT WHICH FIELD: ALL// TYPE
    1    TYPE
    2    TYPE EXTENSION
CHOOSE 1-2: 1    TYPE
THEN EDIT FIELD: INSTITUTION
THEN EDIT FIELD:

Select HOSPITAL LOCATION NAME:    EXAMPLE CLINIC
TYPE: CLINIC//
INSTITUTION: BEDFORD PHARMACY//

```

Figure 1-3: HOSPITAL LOCATION file (#44) in Enter or Edit File Entries Mode

Using FileMan “Enter or Edit File Entries”, in the OUTPATIENT SITE file (#59), enter the DEFAULT ERX CLINIC field (#10).

- a. If it is blank, populate it with the Clinic created for the purpose of Inbound ePrescribing.
- b. If it is not blank, ensure that the Clinic used is same as the one created for the purpose of Inbound ePrescribing.

```

VA FileMan 22.2

Select OPTION: ENTER OR EDIT FILE ENTRIES

Input to what File: HOSPITAL LOCATION// 59  OUTPATIENT SITE
                                     (6 entries)
EDIT WHICH FIELD: ALL// DEFAULT ERX CLINIC
THEN EDIT FIELD:

Select OUTPATIENT SITE NAME:    VAMC BEDFORD  518
DEFAULT ERX CLINIC: EXAMPLE CLINIC//

```

Figure 1-4: OUTPATIENT SITE file (#59) in Enter or Edit File Entries Mode

1.1.9 NPI Institution

Using FileMan Inquiry into the INSTITUTION file (#4), select the NPI Institution identified in the OUTPATIENT SITE file (#59) from section [1.1.6](#), step b. Make note of the Pharmacy NPI Number.

NOTE: When the Pharmacy record is configured on IEP Web-based application, the NCPDP NUMBER identified in OUTPATIENT SITE file (#59) and NPI Number identified in INSTITUTION file (#4) will be used. These two (2) values also must match with the values published for the Pharmacy.

- If there is no Pharmacy NPI, contact the ePharmacy Team and the NPI Team by e-mail at [VHA ePharmacy Implementation Team](#) and [VHA NPI Team](#).

- The ePharmacy Team collaborates with the site and the NPI Team to determine if a new NPI is needed. If a new NPI is needed, the NPI Team submits the request to National Plan and Provider Enumeration System (NPPES) and notifies the site when the NPI number is assigned by NPPES.

```
VA FileMan 22.2

Select OPTION: INQUIRE TO FILE ENTRIES

Output from what File: INSTITUTION//      (2642 entries)
Select INSTITUTION NAME:  BEDFORD PHARMACY  PHARM
Another one:
Standard Captioned Output? Yes// N  (No)
First Print FIELD: .01  NAME
Then Print FIELD: NPI
Then Print FIELD:
Heading (S/C): INSTITUTION List//
DEVICE:  VIRTUAL TELNET  Right Margin: 80//
INSTITUTION List                                DEC 01, 2017@10:30  PAGE 1
NAME                                             NPI
-----
BEDFORD PHARMACY                                1154388288
```

Figure 1-5: INSTITUTION file (#4) in Inquire Mode

1.1.10 Configure ERX DEFAULT LOOKBACK DAYS (OPTIONAL)

Using Site Parameter Enter/Edit [PSO SITE PARAMETERS] option, update the value for ERX DEFAULT LOOK BACK DAYS (field #10.2), in OUTPATIENT SITE file (#59), as required by the site. Navigate and jump (^) to the ERX DEFAULT LOOKBACK DAYS.

NOTE: By default, ERX DEFAULT LOOKBACK DAYS value is set to 365.

```
Select OPTION NAME: PSO SITE PARAMETERS      Site Parameter Enter/Edit
Site Parameter Enter/Edit
Outpatient Pharmacy software - Version 7.0

Division:    ALBANY    500

        You are logged on under the ALBANY division.

Select PROFILE PRINTER: HOME//    Linux Telnet /SSh
Select LABEL PRINTER: HOME//    Linux Telnet /SSh
OK to assume label alignment is correct? YES//
Bingo Board Display: OUTPATIENT//

Select SITE NAME:    ALBANY    500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY// ^ERX DEFAULT LOOKBACK DAYS
ERX DEFAULT LOOKBACK DAYS: 200// 300
```

Figure 1-6: OUTPATIENT SITE file (#59) in Inquire Mode

NOTE: Initial site installation of patch PSO*7*635 will be blank and will default to a value of 365 which can be changed to the desired site LOOKBACK DAYS value. For example, a site can update the value to 300 days as shown above.

```

Select OPTION NAME: PSO SITE PARAMETERS      Site Parameter Enter/Edit
Site Parameter Enter/Edit
Outpatient Pharmacy software - Version 7.0

Division:      ALBANY  500

                You are logged on under the ALBANY division.

Select PROFILE PRINTER: HOME//      Linux Telnet /SSh
Select LABEL PRINTER: HOME//      Linux Telnet /SSh
OK to assume label alignment is correct? YES//
Bingo Board Display: OUTPATIENT//

Select SITE NAME:      ALBANY  500
Would you like to see all site parameters for this division? Y// NO

NAME: ALBANY// ^ERX DEFAULT LOOKBACK DAYS
ERX DEFAULT LOOKBACK DAYS: 300//

```

Figure 1-7: OUTPATIENT SITE file (#59) ERX DEFAULT LOOKBACK DAYS Updated

1.1.11 Ready to Go Live

Once the site confirms the users have been trained and the NCPDP and NPI information is correct the site is then ready to proceed with enabling their pharmacy to start receiving live eRxes. The Inbound eRx Support Team assists the site with the final steps to enable their pharmacy.

1. To Go Live, submit a help desk ticket to the VA National Service Desk (NSD) at 855-NSD-HELP (673-4357) and reference “Inbound eRx”.
2. Provide the following site information for the ticket: NCPDP NUMBER, NPI #, VISN, VA Station ID, Pharmacy Name (External/Published), Address, Phone Number and Fax Number.
 - a. NSD Team routes the ‘go live’ request to Inbound eRx Support Team.
 - b. Once the Inbound eRx Support Team receives the NSD help ticket they contact the site point of contact (POC) to complete the steps to enable the pharmacy.
3. The Support Team helps the local Site IT Administrator to setup the Connector Proxy.
4. The local Site IT Administrator sets up the Connector Proxy and provides the access and verify codes to the Support Team.
 - a. Select **XOBU SITE SETUP MENU**.
 - b. Select **CP** - Enter/Edit Connector Proxy User.
 - c. Answer the prompts, naming the connector: **CONNECTORPROXY, PSO**.
 - d. At the “Want to edit ACCESS CODE (Y/N)” prompt, type “Y” (for Yes).
 - e. Enter the access code for the connector proxy.
 - f. Re-enter the access code for the connector proxy.
 - g. At the “Want to edit VERIFY CODE (Y/N)” prompt, type “Y” (for Yes).
 - h. Enter a verify code for the proxy connector.

- i. Re-enter the verify code for the proxy connector.
5. The local Site IT Administrator also provides the VistA link FQDN, TCP Port, and primary Station ID to the Support Team.
6. The Support Team will use this configuration information to create and test a new VistA link connection from the Inbound eRx Processing Hub to the site.
7. The Support Team provides the FQDN, PORT, and USERNAME/PASSWORD for WEB SERVER entry to the local Site IT Administrator.
8. The Site IT Administrator configures the WEB SERVER entry.
 - a. Select option **XOBW WEB SERVER MANAGER**.
 - b. Select **ES** for Edit Server.
 - c. At the “NAME” prompt, enter “**PSO WEB SERVER**”.
 - d. At the “SERVER:” prompt, enter the target server FQDN. The target server name and port are given to the site during implementation.
 - e. At the “PORT:” prompt, enter the target server port number.
 - f. At the “STATUS:” prompt, ensure status is set to “**ENABLED**”.
 - g. At the “LOGIN REQUIRED:” prompt, answer “**YES**”.
 - h. At the “USERNAME:” prompt, enter the assigned username.
 - i. At the “Want to edit PASSWORD (Y/N)” prompt, type “**Y**” (for YES).
 - j. Enter the password associated with the username.
 - k. Re-enter the password to verify the password.
 - l. At the “SSL ENABLED” prompt, accept the default of “**FALSE**”.
 - m. At the “Select Web Service” prompt, enter “**PSO ERX WEB SERVICE**”.

NOTE: It is recommended to test the configuration of the outbound web server and service. This is performed by choosing/entering option “CK” for “Check Web Service Availability”. When prompted for the server number, select the server number associated with the PSO WEB SERVER entry.

9. The Support Team assigns user privileges for the IEP Web-based Graphical User Interface (GUI) Hub to the respective users from the site. Please see section [1.2.3](#) for additional details.
10. The Support Team notifies the clearinghouse that the site is ready to Go Live.
11. The Support Team coordinates with the site to determine the expected go live date.
12. On the go live date, the clearinghouse sends a test eRx message to the site to confirm inbound connectivity and receipt of the message in the VistA Holding Queue.
13. Upon confirming the receipt of the Test message successfully in VistA, the support team checks if a Verify message was sent successfully to test the outbound connection to the clearinghouse.
14. The site responds with a reject message to test the outgoing connection to the Transaction Hub.
15. Once successfully confirmed, the clearinghouse enables the Pharmacy in their directory and has SureScripts enable it in their directory.

16. The Pharmacy is now Live and enabled to receive eR_xes.

1.1.12 Help Desk

For issues with the IEP web-based application that cannot be resolved by this manual or the site administrator, please contact the National Service Desk at 855-NSD-HELP (673-4357) and reference “Inbound eR_x”.

1.1.12.1 Help Desk Ticket Instructions

To submit a Help Desk ticket:

1. Select the “**Your IT**” icon on your desktop.



Figure 1-8: Your IT Desktop Icon

The homepage displays.

2. Select **Incident**.

NOTE: Do not select “Incidents” under the Self-Service section. Scroll to the Incident section. If the Incident section is collapsed, select **Incident** to expand the section.

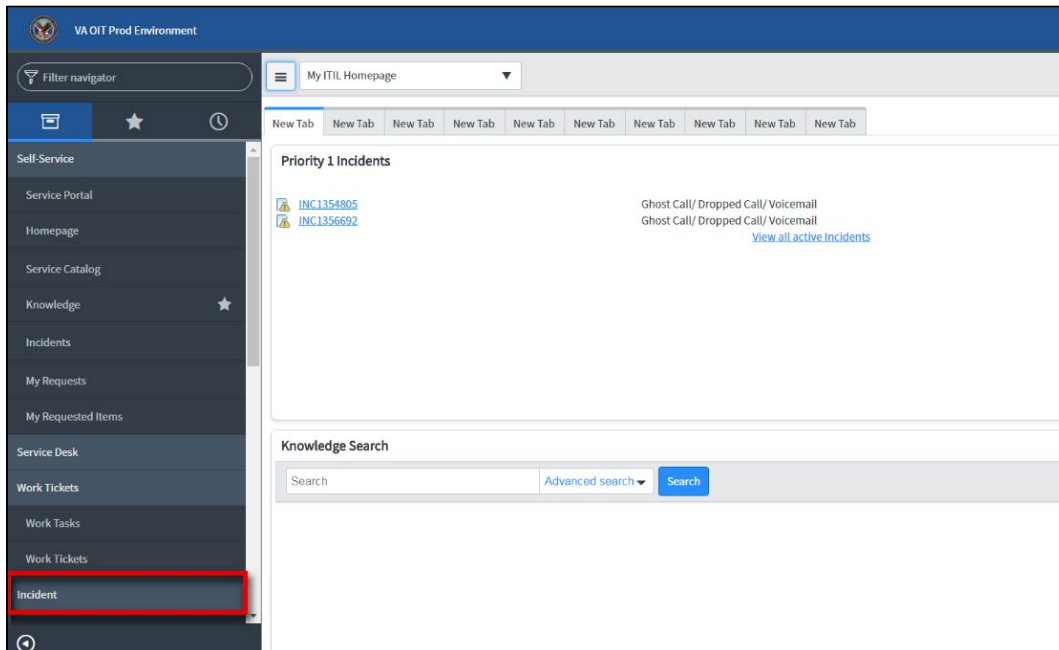


Figure 1-9: Incident Selection

3. Select **Create New**.

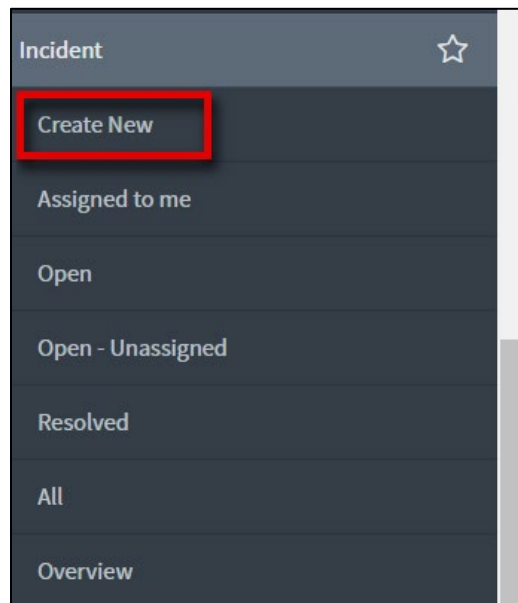


Figure 1-10: Create New Selection

4. Populate the required fields.

NOTE: In the “Assignment Group” field, select **Pharmacy Reengineering Inbound e-Prescriptions**.

A screenshot of a 'New Incident' form in a mobile application. The form is titled 'Incident New record' and has a 'Submit' button in the top right corner, which is highlighted with a red rectangular box. The form contains several fields: 'Number' (INC1405780), 'Requester' (with a search icon), 'Location' (with a 'Recent selections' dropdown), 'Affected End-user' (with a search icon), 'Best Contact Method' (dropdown), 'Category' (dropdown), 'Subcategory' (dropdown), 'Enterprise Application' (with a search icon), 'Configuration item' (with a search icon), 'Short description' (text area), 'Description' (text area), 'Work notes' (text area), 'Contact type' (dropdown), 'State' (dropdown), 'Impact' (dropdown), 'Urgency' (dropdown), 'Priority' (5), 'Follow up' (with a calendar icon), 'Assignment group' (with a search icon), 'Assigned to' (with a search icon), and 'Affects Patient Safety' (checkbox). The form is organized into two columns.

Figure 1-11: New Incident

5. Select **Submit**.

1.2 Inbound ePrescribing Web-based Application

The IEP Web-based application provides eRx management, administration, and monitoring capabilities. There are four modules of the IEP Web-based application: Pharmacy Management, Track/Audit, User Management, and Help. Please refer to the Inbound ePrescribing User Guide for more information on the functionality found within the application.

The IEP Web-based application is accessed at the following link: [Inbound ePrescribing Web Application](#).

1.2.1 Create Shortcut on Workstation (Desktop)

While at a user's workstation, create shortcuts to the IEP Web-based application. To create a shortcut on a user's desktop:

1. Right-click the desktop and select **New** and then select **Shortcut**.
2. Type the URL provided by IT support or the local Site IT Administrator in the "Type the location of the item" field and then select **Next**. A "Create Shortcut" dialog, similar to the one in the figure below, displays.

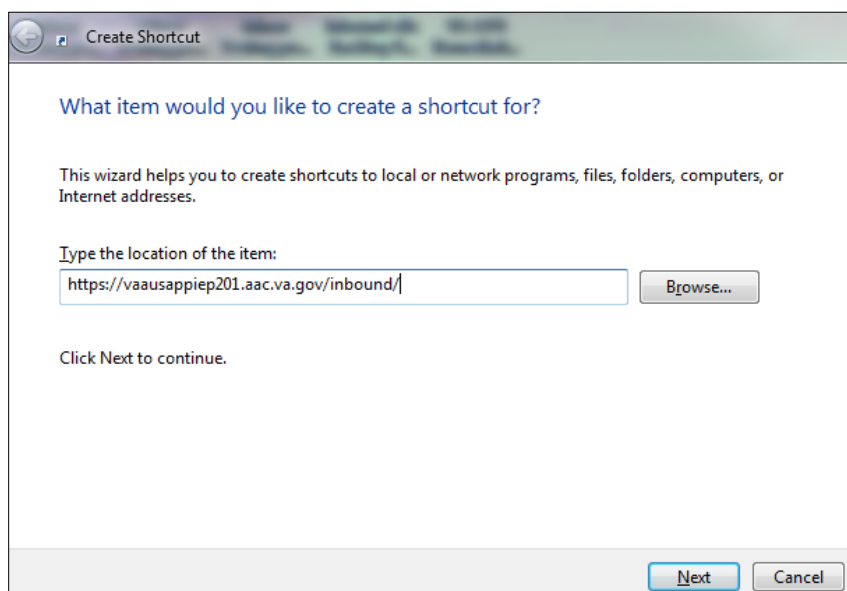


Figure 1-12: Create Shortcut Dialog Box

3. Type a name for the shortcut in the “Type a name for this shortcut” field (e.g., Inbound ePrescribing).

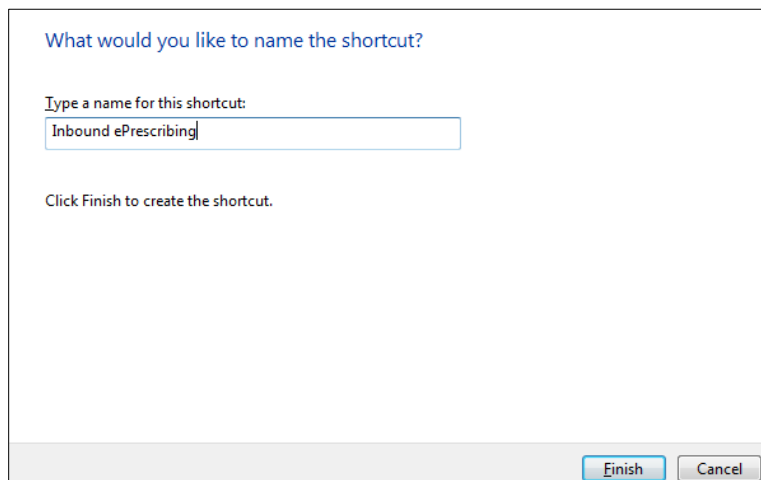


Figure 1-13: Name Shortcut

4. Select **Finish** to place the shortcut on the desktop.

1.2.2 Turn off Compatibility Setting

The IEP Web-based application runs in Internet Explorer 11 or greater. Note that Compatibility View must be turned off for the application to run effectively.

To turn off Compatibility View:

1. In Internet Explorer, select **Tools > Compatibility View Settings**.
2. Verify that the “Display intranet sites in Compatibility View” checkbox is not selected.

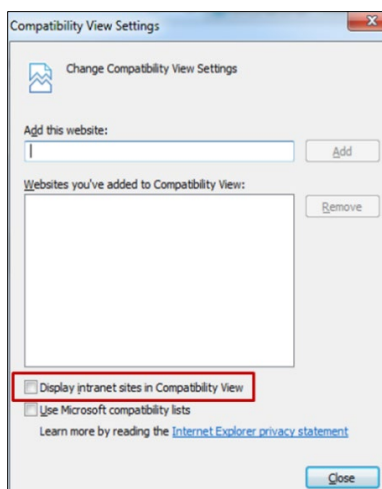


Figure 1-14: Compatibility View Settings

1.2.3 Assign Roles in IEP Web-based Application

A local Site IT Administrator needs to be identified and assigned for administering the IEP Web-based application. The local Site IT Administrator manages user access and permissions of the Web-based application at the site. The following roles are available in the application:

Table 4: Inbound ePrescribing Web-Based Application User Roles & Capabilities

User Role	Functionality
Administrator	Full Control, access to all tabs
Pharmacy Management	Home Pharmacy Management Track/Audit Reports Help
PBM Administrator	Home Pharmacy Management Track/Audit Reports Help
Pharmacy Users	Home Track/Audit Reports Help
Default VA User (Read Only)	Home Reports Help

The Support Team assigns user privileges for the IEP Web-based Graphical User Interface (GUI) Hub to the respective users from the site, including the Site IT Administrator role. For continued support in assigning user privileges, the local Site IT Administrators can use the User Management screen to add new users, modify user roles, and disable users. This module only displays for users with the Administrator role assigned.

1.1.1.1 Add New User

System Administrators can add new users from the User Management screen.

To add a new user:

1. Enter the new user's User ID, First Name, and Last Name.

The screenshot shows the 'Add User' form. The 'Add User:' section contains three input fields: 'User ID: (Required)', 'First Name:', and 'Last Name:'. These three fields are enclosed in a red rectangular box. Below these fields is a 'User Roles:' section with a list box containing 'Pharmacy Manager', 'PBM Admin', 'Pharmacy User', and 'Administrator'. To the right of the roles is a 'Station ID:' section with a list box containing 'All', 'test002pharm - 102AV', 'apppp - 1111', 'PharmacyOne - 1510', 'testtwo Pharmacy - 1512', 'Test Pharma004 - 1520', and 'Ph867509edit - 170'. To the right of the station ID list is an 'Add' button. Further right is a 'Selected Stations IDs: (Required)' section with an empty list box and a 'Remove' button. At the bottom left are 'Save' and 'Cancel' buttons. At the bottom of the form is a note: 'Please note: You can add new user and update existing users at the same time.'

Figure 1-15: Add User - User ID, First Name, Last Name

2. Select the new user's role(s). Multiple roles may be selected by holding <Ctrl> while selecting more than one role.

The screenshot shows the 'Add User' form with the 'User Roles:' list box highlighted by a red rectangular box. The list box contains 'Pharmacy Manager', 'PBM Admin', 'Pharmacy User', and 'Administrator'. The other elements of the form, including the 'Station ID:' list box, the 'Selected Stations IDs: (Required)' section, and the 'Save'/'Cancel' buttons, are visible but not highlighted. The note at the bottom remains the same: 'Please note: You can add new user and update existing users at the same time.'

Figure 1-16: Add User - Select User Roles

3. Select the Station ID(s) for the user to have access to. Use the drop down menu to display the Station ID selection Multiple Station IDs may be selected by holding <Ctrl> while selecting more than one Station ID.

The screenshot shows the 'Add User' form with the following fields and options:

- Add User:**
 - User ID: (Required) [Text Input]
 - First Name: [Text Input]
 - Last Name: [Text Input]
 - User Roles: [List Box containing Pharmacy Manager, PBM Admin, Pharmacy User, Administrator]
 - Station ID: [Dropdown Menu]
- Selected Stations IDs: (Required)** [Empty List Box]
- Buttons:** Save, Cancel, Add

The 'Station ID' dropdown menu is open, showing the following options: All, test002pharm - 102AV, apppp - 1111, PharmacyOne - 1510, testtwo Pharmacy - 1512, Test Pharma004 - 1520, and Ph867509edit - 170. The options 'test002pharm - 102AV', 'apppp - 1111', 'PharmacyOne - 1510', 'testtwo Pharmacy - 1512', and 'Test Pharma004 - 1520' are highlighted in blue, indicating they are selected. The 'Add' button is visible next to the 'Selected Stations IDs' field.

Please note: You can add new user and update existing users at the same time.

Figure 1-17: Add User – Select Station ID

4. Select the **Add** button to add the selected Station ID to the “Selected Station IDs” field. To remove Station IDs from the “Selected Station IDs” field, select **Remove** (not shown).

The screenshot shows the 'Add User' form with the following fields and options:

- Add User:**
 - User ID: (Required) [Text Input]
 - First Name: [Text Input]
 - Last Name: [Text Input]
 - User Roles: [List Box containing Pharmacy Manager, PBM Admin, Pharmacy User, Administrator]
 - Station ID: [Dropdown Menu]
- Selected Stations IDs: (Required)** [List Box containing PharmacyOne - 1510]
- Buttons:** Save, Cancel, Add

The 'Station ID' dropdown menu is open, showing the same options as in Figure 1-17. The 'Add' button is now highlighted in blue, indicating it has been clicked. The 'Selected Stations IDs' field now contains the text 'PharmacyOne - 1510'.

Please note: You can add new user and update existing users at the same time.

Figure 1-18: Add User – Add and Remove Station ID

When a user is assigned to a Station ID, they are only able to see other users and information within that Station ID. For example, in the User Management table they only see users also assigned to that Station ID and under Pharmacy Management, they only see information for pharmacies within that Station ID.

If **All** is selected from the “Station ID” field and added to the “Selected Station IDs” field, the user has access to all Station IDs. Additional Station ID values cannot be added if **All** has been selected and added to the “Selected Station IDs” field. If a user attempts to add additional values an error message displays.

The screenshot shows the 'Add User' form. The 'Station ID' dropdown is open, showing a list of options including 'All', 'test002pharm - 102AV', 'apppp - 1111', 'PharmacyOne - 1510' (which is highlighted), 'testtwo Pharmacy - 1512', 'Test Pharma004 - 1520', and 'Ph867509edit - 170'. The 'Selected Stations IDs' field contains 'All'. A red box highlights a modal message that says: 'Message from webpage: You cannot select Station IDs in addition to the "All" value.' The 'Save' and 'Cancel' buttons are at the bottom left.

Figure 1-19: All Selection Error Message

5. Select **Save** to add the new user to the users list. To cancel adding a new user, select **Cancel**.

The screenshot shows the 'Add User' form. The 'Station ID' dropdown is open, showing a list of options including 'All', 'test002pharm - 102AV', 'apppp - 1111', 'PharmacyOne - 1510' (which is highlighted), 'testtwo Pharmacy - 1512', 'Test Pharma004 - 1520', and 'Ph867509edit - 170'. The 'Selected Stations IDs' field contains 'PharmacyOne - 1510'. A red box highlights the 'Save' and 'Cancel' buttons at the bottom left.

Figure 1-20: Add User - Save and Cancel

1.1.1.2 Modify User Role

System Administrators can modify user roles from the User Management screen. User roles include:

- Pharmacy Manager
- PBM Admin
- Pharmacy User
- Administrator

For further information on user roles and capabilities, please refer to the Inbound ePrescribing User Guide.

To modify user roles:

1. From the users list, locate the user and select the checkbox(es) for the desired user role(s).

User Management								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 1-21: Select User Roles

2. Select **Save** at the bottom of the screen. A message displays indicating that the user was updated successfully.
3. Select **Cancel** to cancel modifying user roles.

1.1.1.3 Enable/Disable Users

Users can be disabled and/or re-enabled to use the web application. To update a user's access to the application, locate the user in the User Management table and select the checkmark in the "Enable/Disable" column. Select **Save** from the bottom of the screen to update the user's access.

User Management								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 1-22: User Management Table – Enable/Disable User

When a user is disabled, their information is greyed in the User Management table. To modify the user's access again, select the checkbox in the "Enable/Disable" column again.

User Management								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				102AV.1111.1510.1520	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 1-23: User Disabled

If a user that has been disabled attempts to log in to the application, an error message displays.

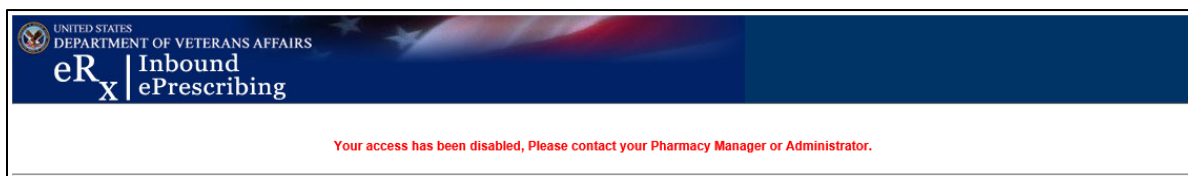


Figure 1-24: User Disabled Error Message

1.2.4 Pharmacy Management

The Pharmacy Management screen displays the Pharmacy Management table. The default view displays all VA pharmacies. Actions available to users include:

- [Search Pharmacy](#)
- [Add Pharmacy](#)
- [Update Pharmacy](#)

1.2.4.1 Search Pharmacy

Users can search for a pharmacy from the Pharmacy Management screen. The default view lists all VA pharmacies.

To search for a pharmacy:

1. Enter the NCPDP ID (if known).
2. Enter the Pharmacy Name.
3. Select the desired VISN number from the "VISN" drop down.
4. Select the desired Station ID from the "Station ID" drop down. If viewing All VISNs, the user is unable to select a Station ID. To select a specific Station ID, the VISN must be selected.
5. Select **Search**.

The Pharmacy Management table displays results for the selected search criteria.

Pharmacy Management

NCPDP ID:

Pharmacy Name: VISN: Station ID:

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
6	565GL	3465689	FAYETTEVILLE 3 VA CLINIC PHARMACY	FAYETTEVILLE 3 VA CLINIC PHARMACY	7300 S RAEFORD RD	ASHEVIL
6	564	0420466	FAYETTEVILLE VAMC PHARMACY	FAYETTEVILLE VAMC PHARMACY	2300 RAMSEY STREET	SMYRNA
16	565	3429417	FAYETTEVILLE VAMC PHARMACY	FAYETTEVILLE VAMC PHARMACY #2	1100 NORTH COLLEGE ST	ASHEVIL

Figure 1-25: Search for a Pharmacy

1.2.4.2 Add Pharmacy

To add a new pharmacy, please submit a help desk ticket to the VA National Service Desk (NSD) at 1-855-NSD-HELP (673-4357) and reference “Inbound eRX”.

NOTE: The clearinghouse has only one pharmacy directory for all electronic pharmacy transaction types. Therefore, all enumerated dispensing pharmacies should already be available in the clearinghouse directory utilized by Inbound eRX. For IEP, the clearinghouse must enable eRX support for the pharmacy in their Directory. The pharmacy must be “registered” with IEP by adding the pharmacy through the IEP Web-based application.

1.2.4.2.1 Enable Pharmacy

The pharmacy can be enabled to receive eRXes during initial go live or if it has been previously disabled. To enable a pharmacy select **Yes** from the “Inbound eRX Enabled” drop down on the Edit Pharmacy screen.

Edit Pharmacy

Warning Message:
Any changes made on this screen will not update the Change Healthcare’s published pharmacy directory.

Pharmacy Name (Published): **(Required)**

Inbound eRx Enabled:

VISN: **(Required)**

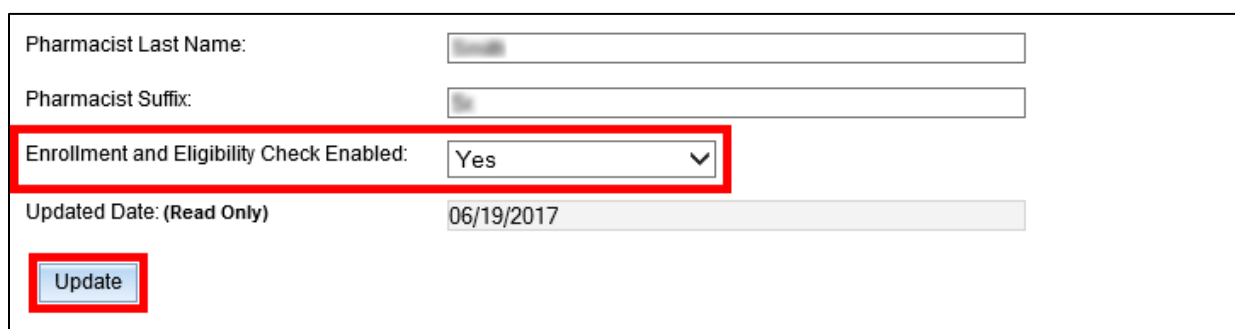
Figure 1-26: Enable Pharmacy

NOTE: If a pharmacy is not enabled and a prescription comes in for that pharmacy, an error message is sent back to the provider’s Electronic Health Record (EHR) system. This notifies the provider that the pharmacy is not currently receiving eRXes.

1.2.4.2.1.1 Enrollment and Eligibility Check

The Enrollment and Eligibility (E&E) check may be enabled or disabled for individual pharmacies. This option is provided so each pharmacy may decide whether to turn the E&E check on or off depending on whether the patients whose eRXes are filled at the pharmacy are enrolled in the E&E system. For example, MbM does not currently have any patient enrolled with the E&E system.

To ensure the Enrollment and Eligibility Check is enabled for a pharmacy, select the desired pharmacy from the Pharmacy Management table and ensure “Yes” displays in the “Enrollment and Eligibility Check Enabled” field. If required, select **Yes** in the “Enrollment and Eligibility Check Enabled” drop down and then select **Update**.



The screenshot shows a form with the following fields:

- Pharmacist Last Name: [Text input field]
- Pharmacist Suffix: [Text input field]
- Enrollment and Eligibility Check Enabled: [Dropdown menu showing "Yes" with a downward arrow]
- Updated Date: (Read Only) 06/19/2017
- [Update button]

The "Enrollment and Eligibility Check Enabled" dropdown and the "Update" button are highlighted with red rectangles.

Figure 1-27: Enrollment and Eligibility Check Enabled

1.2.4.2.2 Temporarily Disable Pharmacy

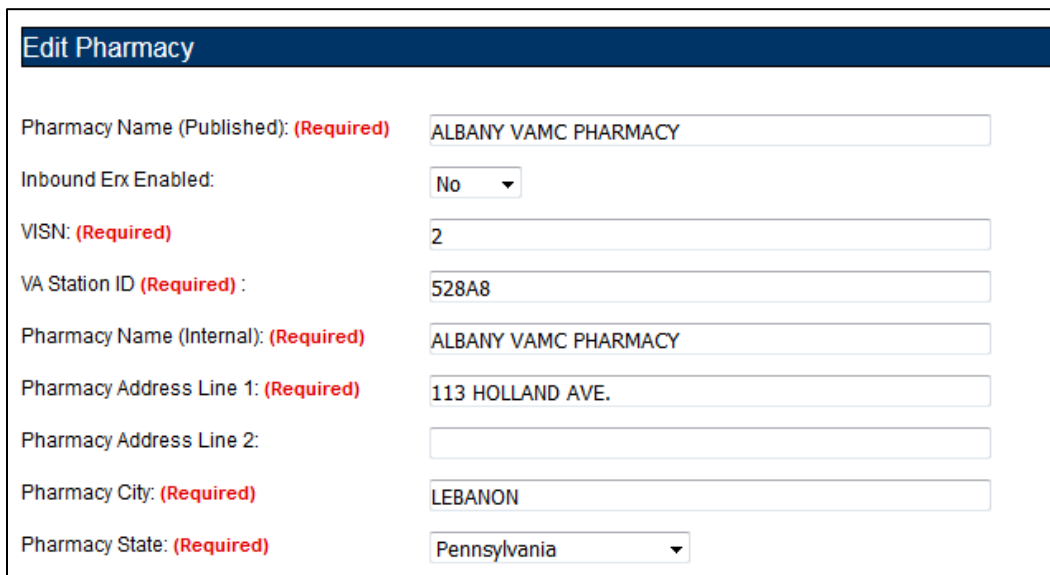
In a case where a site needs to halt receiving ePrescriptions temporarily, use Disable eRX/Enable eRX fields.

Disabling a pharmacy allows users the ability to temporarily disable the pharmacy from receiving eRXes in the event of a natural or facility disaster, maintenance, or move. This disables the pharmacy from receiving New eRXes, but outbound messages still go back to the external provider via Change Healthcare (CH). The pharmacy is disabled on the Processing Hub, but no changes are made in CH.

NOTE: The enable/disable in the Processing Hub is for a temporary disable, which will also allow outgoing messages (rejection messages for any new eRXes still in process) to continue flowing from VistA. Additionally, incoming messages will still flow from the clearinghouse to the Processing Hub for the pharmacy, however an error message will be returned to the provider notifying that the Inbound eRX messaging is currently not available.

To temporarily disable a pharmacy:

1. On the Pharmacy Management screen, select **Search** and then, select the hyperlink for the desired pharmacy under the “NCPDP ID” column. The Edit Pharmacy screen displays.

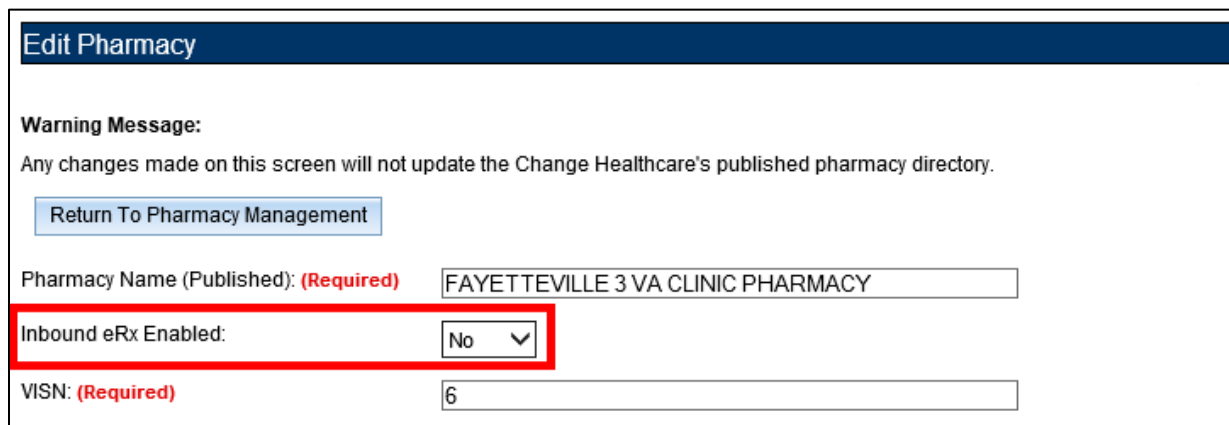


The screenshot shows the 'Edit Pharmacy' screen with the following fields and values:

Edit Pharmacy	
Pharmacy Name (Published): (Required)	ALBANY VAMC PHARMACY
Inbound Erx Enabled:	No
VISN: (Required)	2
VA Station ID (Required) :	528A8
Pharmacy Name (Internal): (Required)	ALBANY VAMC PHARMACY
Pharmacy Address Line 1: (Required)	113 HOLLAND AVE.
Pharmacy Address Line 2:	
Pharmacy City: (Required)	LEBANON
Pharmacy State: (Required)	Pennsylvania

Figure 1-28: Edit Pharmacy Screen

2. Select **No** from the “Inbound eRx Enabled” drop down.

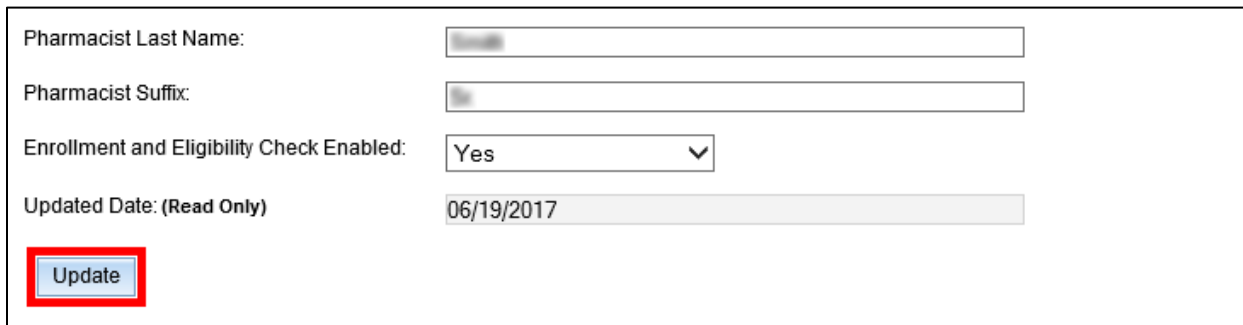


The screenshot shows the 'Edit Pharmacy' screen with a warning message and a highlighted dropdown menu. The fields and values are as follows:

Edit Pharmacy	
Warning Message: Any changes made on this screen will not update the Change Healthcare's published pharmacy directory.	
Return To Pharmacy Management	
Pharmacy Name (Published): (Required)	FAYETTEVILLE 3 VA CLINIC PHARMACY
Inbound eRx Enabled:	No
VISN: (Required)	6

Figure 1-29: Inbound eRx Enabled Drop Down

4. At the bottom of the Edit Pharmacy screen, select **Update** to save all changes. The date that the fields were modified displays in the “Updated Date” field.



Pharmacist Last Name:

Pharmacist Suffix:

Enrollment and Eligibility Check Enabled:

Updated Date: (Read Only)

Figure 1-30: Update Pharmacy Information

5. Selecting the **Return to Pharmacy Information** button returns the user to the Pharmacy Management screen.

1.2.4.2.3 Disable Pharmacy

To completely halt a specific Pharmacy from receiving ePrescriptions, please submit a help desk ticket to the VA National Service Desk (NSD) at 1-855-NSD-HELP (673-4357) and reference “Inbound eRx”.

NOTE: If a pharmacy is to be disabled for a long duration, a request must be made to the clearinghouse. Note that the NSD will route the ticket to an IEP Administrator to assist with this step. the clearinghouse can switch the pharmacy to fax only or turn off eRx delivery (electronic or fax) completely.

Unit 2. Post Implementation Reporting Problems

- If a site no longer wishes to receive eR_x, they need to submit a help desk ticket to the VA Service Now (SNow)) at 1-855-673-4357) and reference “Inbound eR_x”.
- SNow Team routes the ‘turn off’ request to the eR_x Support Team who notifies the clearinghouse, ensuring that only eR_x and NOT existing ePharmacy operations need to be disabled.
- To report all issues/problems submit a help desk ticket to the VA SNow at 1-855-673-4357 and reference “Inbound eR_x”.
- Sites should notify the [VHA ePharmacy Implementation Team](#) of changes to the Physical Address, Telephone Number, and Fax Number when new pharmacies open and/or if a pharmacy closes. The ePharmacy Team coordinates the needed changes with NCPDP, the NPI Team and the clearinghouse.

Unit 3. Release Documentation

The following documents and files are available on the anonymous software directories identified in the table below.

Table 5: Inbound ePrescribing Release Documents

File Name	Title	FTP Mode
pso_7_0_p635_ig	Installation Guide - Inbound ePrescribing (pso*7*0*p635)	Binary
pso_7_0_p635_um	User Manual - Inbound ePrescribing (pso*7*0*p635)	Binary
pso_7_0_p635_tm	Technical Manual/Security Guide - Outpatient Pharmacy V.7.0	Binary
pso_7_0_p635_rn	Release Notes - Inbound ePrescribing (pso*7*0*p635)	Binary
pso_7_0_p635_img	Implementation Guide - Inbound ePrescribing (pso*7*0*p635)	Binary

The documents are also available on the Outpatient Pharmacy VA Software Document Library (VDL), which is located at [Outpatient Pharmacy VDL](#).